Optum

Artificial intelligence and the changing role of case managers

The role of case manager is becoming broader and more complicated. But artificial intelligence (AI) can help case managers not only cope with these changes, but become a greater strategic resource.
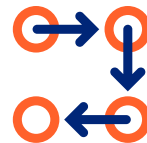
Drivers of change

Broadening of case management charter
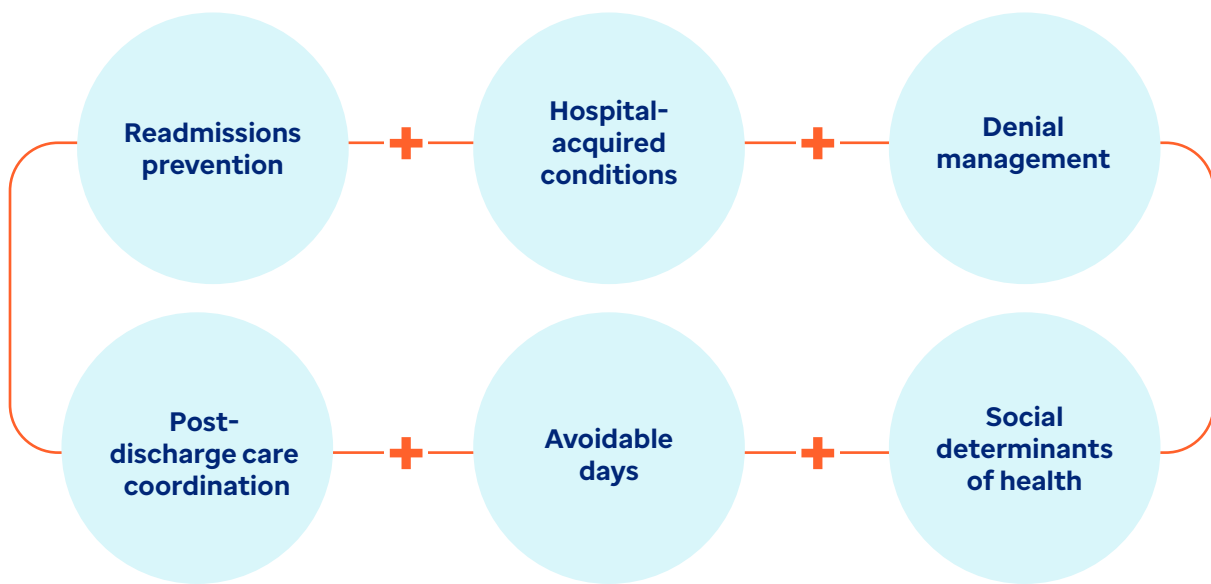
Value-based reimbursements objectives

Population health initiatives emphasizing follow-up care

Provider margin pressure to do more with less staff

The changing role of case managers

A wide range of responsibilities is straining old case management models

Readmissions prevention + Hospital-acquired conditions + Denial management

Post-discharge care coordination + Avoidable days + Social determinants of health

Artificial intelligence is making UR more efficient, freeing case managers to focus on new imperatives.

AI can help case managers operate at the top of their license while improving an organization's revenue integrity.

AI streamlines and automates initial medical necessity case stratification …

… and automatically identifies clinical risk factors to support patient status determinations.

As a result, it relieves case managers of the burden of deciding which cases need to go to physician advisors …

… and increases the accuracy of medical necessity reviews.

AI allows case management teams to reclaim work hours …

… which they can channel into other tasks affecting value-based reimbursement and quality.

94%

of senior health care industry executives view AI as the most reliable path toward equitable, accessible and affordable health care.*

*OptumIQ 2018 Annual Survey on AI in Health Care.

Learn how Optum is bringing the benefits of AI to your utilization review process.
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